



**STATE OF WASHINGTON
DEPARTMENT OF RETIREMENT SYSTEMS**

REQUEST FOR PROPOSALS

For

MICROFILM TO TIFF IMAGE CONVERSION SERVICES

RFP 03-603

Released by

**WASHINGTON STATE DEPARTMENT OF RETIREMENT SYSTEMS
6835 CAPITOL BLVD
TUMWATER, WASHINGTON 98501**

JANUARY 28, 2003

1. PROJECT STATEMENT

The Department of Retirement Systems (DRS) administers seven pension systems for public employees in the State of Washington. In addition, DRS also administers the state's Deferred Compensation Program (DCP). DRS utilizes an electronic imaging and document management system to store and manage historical documents and incoming correspondence related to members of the seven public pension systems. The agency is in the process of expanding the imaging and document management system to include documents maintained for DCP participants.

DCP participant documents have been maintained for over 20 years. The documents are stored on microfilm rolls. These documents contain sensitive data including social security numbers, birth dates, maiden names and bank numbers. The privacy and security of this data must be maintained at all times. No unauthorized disclosure of this data is acceptable and DRS will hold any vendor selected from this solicitation responsible for maintaining the privacy and security of all film and data.

2. OBJECTIVE:

The objective of this Request for Proposals (RFP) is to contract with a vendor who can convert DCP's microfilmed documents into digital images that can be electronically migrated into DRS' Electronic Document Image Management System (EDIMS). The services must be provided securely, accurately and cost effectively and within a reasonable timeframe.

3. DCP FILM SPECIFICATIONS:

The parameters of the film being converted are as follows:

Media: 16 mm rolls, 131 ft, Kodak black and white film

Volume: 260+ rolls. Numbered 001 through nnn.

Images: 2500 images max. per roll,

Estimate: average roll (last 2 years) has 1,900 images.

Film Quality: Very good. Silver copies of original film were created in 2002.

Polarity: Positive

Image Page Size: Varies, 8 ½ by 11 inch (70%) or 8 ½ X 14 (30%), usually portrait with a very small percentage pre-rotated to landscape.

Photographic Frames Used: None

Reduction Ratio: 27 to 1

Blip: Multi-level

Backdrop Used: Black

Frame Separation: Detectable

4. CONVERSION REQUIREMENTS:

1. Convert each film frame to a Version 4.2 TIFF (Tag Image File Format) 200 DPI image.
2. Index each imaged document per the attached document type matrix.
 - Index keying fields for each document will need to include:
 1. SSN (nnn-nn-nnnn);
 2. System ID (DCP or JRA);
 3. Document Type (selection of 1 of 22 specific types and a default);
 4. Document Date (mm/dd/ccyy).
 - Image to document ratio is approximately 1.5 images per document.
 - All but 2 documents are clearly titled “form” type documents, with most consisting of a single image, as backsides were not filmed.
3. Index data and associated TIFF images must be separated or identifiable by film roll number.
 - It is required that the rolls be processed and delivered in a way that allows DRS to process the delivered output data chronologically by roll number.

5. DELIVERY REQUIREMENTS:

1. Film, converted images and index data will always be transported in a secure manner, with signatures, and be hand carried by the vendor or DRS staff.
2. Delivery media must be acceptable to DRS.
3. Initial conversion data for one or more film rolls must be supplied to DRS for requirements and quality review before full production conversion begins.
4. Delivery of converted data to DRS will occur on a scheduled basis as it is processed and becomes available. Schedule will be determined during contract negotiations.
5. If possible, conversion of all film rolls will need to be completed within 60 days of contract signing.

6. PROPOSAL CONTENT:

Your proposal must include three parts:

Part 1:

- A description and history of the company including a description of the company’s primary business emphasis. Whether your company usually provides purchased services itself or use subcontractors or through partnerships. Experience providing services to public sectors, number of employees, and description of formal partnerships with other companies Include what you consider the most frequent mistakes made in this type of conversions. What do you consider critical success factors in this project?
- The vendor’s Federal Employers’ Identification Number (EIN). Include Washington State UBI number (Uniform Business Identifier).
- The name and contact information for the person who will be DRS’ contact. This person must be authorized to speak for the vendor.

- A statement that all applicable insurances, including, but not limited to Commercial General Liability, Business Auto and Worker's Compensation coverages, will be in effect during the term of the contract. (You will be asked to provide proof of insurance at the time the contract is finalized.)

Part 2:

- A project plan showing your timeline and approach to successful completion of this project. Include statement on quality control and customer service policy. Orientation adjustments will be minimal.
- Provide five (5) client references as specified in Section 8, "Vendor Proposal Criteria".
- State how your company protects the integrity and confidentiality of microfilm and data. This overview shall include the policy on access (data security), use, nondisclosure of data, physical and electronic storage policy, and labeling of sensitive documents. Include briefly how you inform employees of the nondisclosure policy, confidentiality, acceptable use, and handling of sensitive data, and your process for monitoring compliance.

Part 3:

- Separate Cost Proposal(s) containing a complete breakdown of all cost factors and rates used, and a final total for the contract. Vendors should submit two (2) estimates, one for providing services onsite and one for providing services offsite. Workspace is available if work is to be done onsite.
- Each cost proposal shall include all costs of any administrative expenses, travel, cost of doing business, telephone conferences, initial test runs prior to production, and any federal, state, and local taxes. The vendor is responsible for calculating these costs as part of a final total for the contract. Any additional charges will not be paid.

NOTE:

If any part of the work is to be subcontracted the vendor must make that clear and provide the same level of information for the subcontractor as is required of the vendor. DRS will also want a statement indicating the vendor is willing to accept responsibility for the actions and work quality of the subcontractor.

7. PROPOSAL SUBMISSION:

One printed original and a copy of the proposal on a floppy disk, Zip disk or CD, must be delivered to the DRS RFP Coordinator at the address below. They must be received by 4:30pm, local time, February 10, 2003. It is the vendor's responsibility to ensure physical delivery of the proposals at the time and place specified. Faxes and E-mails will not be accepted.

Late submittals will not be accepted. Any costs in the preparation of the response to this solicitation are solely the responsibility of the vendor. Only the vendors that responded with offers will be notified of DRS' decision.

Mailing Address: Jim Gunn, DRS RFP Coordinator
P.O. Box 48380
Olympia, WA 98504-8380

Street Address: 6835 Capitol Blvd.
Tumwater, WA 98501

Fax Number: (360) 753-5397
Phone Number: (360) 664-7264
E-mail: jimg@drs.wa.gov

8. PROPOSAL EVALUATION:

An initial review will determine those proposals that are complete and considered responsive to the details of the RFP. All responsive proposals will then be evaluated by a team from DRS. As part of that evaluation, DRS reserves the right to seek clarification of proposal content in order to fairly evaluate all proposals on common grounds.

Based on the results of the evaluations, DRS will determine which companies will be selected for interviews, if necessary, and for reference checks.

DRS also reserves the right to contact references other than those supplied by the vendor and use that information in evaluating the vendor.

9. PROPOSED SCHEDULE

RFP Released1/28/2003
E-mail to RFP Coordinator expressing interest1/30/2003
Responses due(4:30 pm PST)2/10/2003
Evaluations complete2/14/2003
Vendor interviews and site visits if necessary2/18/2003
Notification of apparently successful vendor2/19/2003
Contract negotiations and signing complete2/24/2003

In the selection process, DRS reserves the right to interview the top finalists at the Tumwater DRS office and do an on-site visit to the vendor's place of business. If finalists' interviews or on-site visits are necessary, they will be scheduled for the week of February 17, 2003. Failure to make oneself available for a finalist interview may result in removal from further consideration. The evaluation process is expected to be completed by February 19, 2003. This schedule is subject to change. DRS reserves the right, at its sole discretion, to waive minor administrative irregularities contained in this proposal.

10. COMMUNICATION:

Vendors may submit questions to the RFP Coordinator via e-mail. Vendor questions and DRS answers will be made available to all vendors who have expressed an interest in submitting a proposal.

11. VENDOR PROPOSAL CRITERIA:

Because of the need to retain tight control and maintain security of the data involved, vendors will be expected to meet the following criteria. Proposal evaluations will include a determination of how, and the degree to which vendors meet these criteria:

- No data can leave the boundaries of United States.
- DRS would prefer that the conversion processing take place on site at DRS or at a site located in the Northwest that DRS staff can visit prior to vendor selection and randomly during the conversion process. DRS will entertain proposals that are not locally based, but will be evaluating data security, quality assurance, and transportation procedures closely.

NOTE: Vendors should submit two (2) estimates, one for providing services onsite and one for providing services offsite. Workspace is available if work is to be done onsite.

- Vendors must be bonded and show a history of responsible handling of sensitive data.
- All processing steps must be accomplished in a secure facility with established written processing, quality control, and security procedures that DRS can review prior to vendor selection. A site visit by DRS, prior to contract signing, may be required.
- Delivery of processed data to DRS will occur on a regularly scheduled basis, as it is processed and becomes available; not held for a single delivery.
- A high level of quality for images must be maintained and index data must be accurate and error-free.
- Delivery of all converted images and index data, as well as return of the original source film rolls, is expected within 60 days of initial film delivery to the vendor.
- Vendor must show adequate experience in the field and provide a minimum of five (5) examples of recent engagements with similar requirements, size and timeframes. References for these engagements must be provided and will be checked.

NOTE: Subcontractors will also be held to these standards and the vendor must provide the information needed to verify a subcontractor's suitability in their proposal.

12. OBLIGATION TO CONTRACT:

This RFP does not obligate the State of Washington or DRS to contract for services specified herein.

13. REFERENCE CHECKS:

In addition to the information provided in your proposal, DRS reserves the right to obtain additional information concerning the vendor pertinent to this RFP from any and all sources, and to consider such information in evaluating the responses and selecting the Apparent Successful Vendor.

14. PUBLIC DISCLOSURE:

Proposals received are subject to public disclosure. The vendor shall clearly identify proprietary information by marking “confidential” on specific information. In the event DRS receives a public disclosure request for proprietary information, DRS will notify the vendor and the date such records will be released unless the vendor obtains a court order from a court of competent jurisdiction enjoining disclosure.

15. CONTRACT AWARD:

DRS intends to award the contract to the respondent(s) with the best combination of attributes based on the criteria listed in this RFP. Should DRS fail to enter into a contract with the apparently successful respondent(s), DRS reserves the right to pursue a contract with the next most qualified respondent or terminate the process and issue another RFP.

NOTE: Once the “Apparently Successful Vendor” is announced, respondents have the opportunity to ask the RFP coordinator questions regarding their submitted proposal and the evaluation criteria. The intent of providing feedback is to explain the process and resulting score, so you may be more effective in future submittals.

16. PROTEST PROCEDURE:

Respondents will have 24 hours in which to protest once an “Apparently Successful Vendor” has been announced. This protest procedure constitutes the sole administrative remedy available to respondents under this procurement.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator(s),
- Non-compliance with procedures described in the procurement document or DRS policy.

Protests are to be submitted to the RFP Coordinator via e-mail. A telephone call followed by e-mail is preferred.

Upon receipt of a protest, DRS will review the protest and contact the protesting respondent. All available facts will be considered and the DRS Director, or his delegate, will issue a decision within two business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

If DRS determines that the protest is without merit, DRS will enter into a contract with the Apparently Successful Respondent. If the protest is determined to have merit, one of the following remedies will be taken by DRS:

- Correct errors and re-evaluate all proposals, and/or
- Reissue the solicitation and begin a new process, or
- Make other findings and determine other courses of action as appropriate.